

**Tennessee CapTel Complaint Log for 2005-2006**  
**4 Complaints were filed**

Date of Compl.	Nature of Complaint	Date of Resolution	Explanation of Resolution
02/07/06	Disconnect/Reconnect during calls	02/07/06	Disconnect/Reconnect: Apologized for incidence and sent customer information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and sent email with tips to red
02/17/06	Echo Sounds - CapTel user hears	02/21/06	Provided customer with troubleshooting suggestions to minimize echo on CapTel phone. This resolved problem.
04/20/06	Service - General	04/24/06	Inbound call technical problem reported at 11:32am on 4/20/06. The problem was resolved at 1:52pm by CapTel technical support.
11/22/05	Disconnect/Reconnect during calls	11/23/05	Apologized for incidence and provided customer with information explaining the difference between a CapTel phone and a traditional phone. Explained to customer why disconnection/reconnection might be occurring and offered tips to reduce their occurrence.